

EMS 'ECHO' LEVEL - PICKUP TO DISPATCH IN 60 SECONDS

Emergency Management Agency



KPI Owner: Angie Downes

Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Average of 99 seconds for May 2014; Average of 92 seconds for June 2014. Goal: Do not exceed 60 seconds in the processing of Echo level calls 50% of the time. Total Opportunities: 149 Benchmark: 60 Seconds Pickup to dispatch on all ECHO's	Data Source: CAD Goal Source: EMA/MetroSafe Benchmark Source: Priority Solutions	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: The number of Echo Level Calls that were not dispatched from 911 Dispatch to an EMS unit in 60 seconds Why Measure: To enable the most efficient and correct response possible to emergency calls Next Improvement Step 4: Generate and prioritize potential solutions

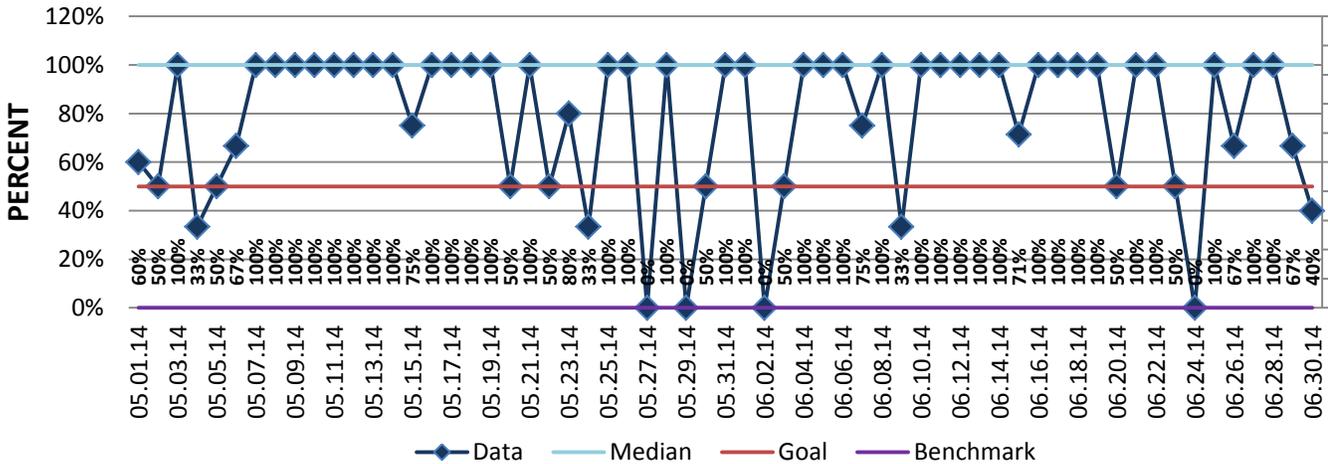
How Are We Doing?

05.31.14-06.30.14 1 Month Goal	05.31.14-06.30.14 1 Month Total		06.30.14 Goal	06.30.14 Actual	
50%	81%		50%	40%	
PERCENT	PERCENT		PERCENT	PERCENT	

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Good



05.31.14-06.30.14 Pareto Analysis

